

Proximus PLC under Belgian Public Law, Bd. du Roi Albert II 27, 1030 Brussels,

Customer service : 0800 55 500

15/05/2021

Business Flex / TEL + INT Pack (with and without Mobile and with or without TV)

Contract summary

This contract summary provides the main elements of this service offer as required by the EU law ⁽¹⁾. It helps to make comparison between service offers. Complete information about the service is provided in other documents.

Service and equipment

Pack including Fixed Voice Telephony and Fixed Internet Access with or without Mobile Voice Telephony / Mobile Internet Access subscription, with or without TV services.

Fixed Voice Telephony :

Unlimited national calls:

- Unlimited calls from the fixed line to national fixed lines (voice telephony) 24h/7.
- 10,000 call minutes for calls from the fixed line (voice telephony) to all mobile numbers in Belgium 24h/7, after these 10,000 call minutes the customer calls at preferential rates. Attention: conditions do not apply to special numbers (070, 077, 09xx, 1xxx) and internet numbers.

Fixed Internet Access

- Unlimited download volume
- Smart Wi-Fi : always a stable and fast connection
- Internet modem included
- Wi-Fi Booster included: Increase your Wi-Fi range or connect your TV wirelessly (to be confirmed after technician's visit or on request)

TV services (if TV is chosen as an option by the customer)

- More than [80 TV channels](#)
- Access to the Proximus Pickx app on all your devices
- 5 GB extra data for using the Pickx app (only available when customer has mobile in his pack)
- TV Replay: Go back up to 36 hours in your TV guide
- TV decoder included

Prime Service

Included in Business Flex: a Business Expert follows up each request end to end. Only accessible via the MyProximus app. [Click here for more information.](#)

Mobile services: 1 to 10 mobile numbers per pack (configuration of your choice)

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

	Business Mobile Flex	Business Mobile Flex+	Business Unlimited light	Business Unlimited	Business Unlimited Premium
Call minutes (Belgium and EU)	unlimited	unlimited	unlimited	unlimited	unlimited
International call minutes (Belgium to EU)	-	100	250	500	1000 (**)
SMS (Belgium and EU)	unlimited	unlimited	unlimited	unlimited	unlimited
International SMS (Belgium to EU)	-	100	250	500	1000 (**)
Data (Belgium and EU) (*)	5 GB	15 GB	25 GB	45GB	unlimited in Belgium 50 GB in the EU + 1 GB to USA, Canada, Switzerland.

Belgium and EU: calls and text messages to special or Premium numbers, excluding international calls and texts messages from Belgium for Business Mobile Flex, excluding MMS messages.

EU = European Union countries + Iceland, Liechtenstein, Norway and United Kingdom

(*) After using up the data included in the mobile plan, no extra charge but reduced surfing speed (except for Premium: extra charge in the EU)

(**) Also for calls/text messages in the US, Canada, Switzerland and from the EU to these countries.

	Business Mobile Flex	Business Mobile Flex+	Business Mobile Unl Light	Business Mobile Unlimited
Reduced speed	128 kbps	128 kbps	512 kbps	512 kbps

Speeds of the Internet service

Fixed Internet Access	Speed	
	Download	Upload
min	(1)	(1)
Normally available	(1)	(1)
max	(1)	(1)

(1) Your Fixed Internet speed depends on your address, check out [Speedtest Internet connection | Proximus](#)

Mobile Internet Access	Maximum estimated Speed*	
	Download	Upload
2G	180 Kbps	50 Kbps
3G	21 Mbps	2 Mbps
4G/4G+	152 Mbps	52 Mbps
5G	300 Mbps	88 Mbps

*subject to compatible terminal and tariff plan; 5G speed estimation based on more limited data due to 5G current deployment

Price

Subscription (in € per month excl. VAT)

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

- Pack including Fixed Voice Telephony and Fixed Internet Access without a mobile subscription and without TV services: €59
- Pack including Fixed Voice Telephony and Fixed Internet Access without a mobile subscription and with TV services: €71
- Pack including Fixed Internet Access, Mobile Voice Telephony / Mobile Internet access (up to 10 mobile numbers per pack) with or without TV services:
 - Monthly fee for the pack with a first mobile subscription included (depending on the type of mobile subscription chosen):

	Internet + Business Mobile Flex	Internet + Business Mobile Flex+	Internet + Business Mobile Unl Light	Internet + Business Mobile Unlimited	Internet + Business Mobile Premium
Without TV Services	62	73	80	86	101
With TV Services	74	85	92	98	113

- Extra monthly fee, per additional mobile subscription of choice, added to the pack:
 - Business Mobile Flex : € 9
 - Business Mobile Flex+ : € 20
 - Business Mobile Unlimited Light : € 27
 - Business Mobile Unlimited : € 33
 - Business Mobile Unlimited Premium : € 48

No installation fee

Fair use policy for roaming within the EU: Unlimited Premium in the EU: once you exceed 50 GB per month, you can continue surfing at the rate of €0.0030/MB.

[Rates](#) for consumption not included in the subscription

Roaming rates outside EU and international: [International and roaming](#)

[Rates](#) for international calls with the fixed line outside the bundle

Compatible options:

- [Bizz Internet Guarantee](#): automatic switch to 4G in the event of a failure
- [Bizz Call Connect](#)
- [TV options](#)
- [Internet options](#)
- [Mobile options & roaming](#)
- [Fixed line options](#)

Option offre conjointe (prix en € hors TVA) incluant outre l'abonnement mobile :

- **un équipement : smartphone** au choix parmi les modèles actuellement disponibles en offre conjointe (voir [Les meilleurs smartphones pour votre entreprise | Proximus](#)): coût unique d'acquisition, payable à la conclusion du contrat et variable selon le modèle de smartphone et selon l'option obligatoire (Special Deal ou DataPhone)
- **une option obligatoire** selon compatibilité avec l'abonnement mobile et le modèle de smartphone concernés :
 - Special Deal : réduction du coût unique d'acquisition du smartphone (€0/mois)

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- Data Phone : volume data mobile supplémentaire (Belgique et UE)
Data phone 500 MB à € 4.13/mois
Data phone 1GB à € 8.26/mois
Data phone 1,5GB à € 12.4/mois
Data phone 2GB à €16.53/mois
Data phone 2,5 GB à € 20.66/mois
- **un tableau d'amortissement** qui reprend la valeur résiduelle de l'équipement jusqu'à l'expiration du contrat est joint au contrat.

Duration, renewal and termination

Without joint offer

Undefined term. Termination, in writing, at any time and free of charge.

With joint offer

- Concerning the service fee : undefined term
- Concerning the equipment which is part of a joint offer and the option Special Deal or DataPhone: fixed term of 24 months
- Termination, in writing, at any time, by paying the remaining value of the equipment, in line with the amortization table and whatever the cause of the termination.

Features for end-users with disabilities

Detailed information on customized solutions: <https://www.proximus.be/handicap>

Other relevant information

Prices and descriptions under reserve of errors, of any applicable promotion and subject to change. Only the prices in force at the time of subscription to the concerned service, product or option have contractual value.

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